



SYSTEMS SPECIALIST I

Characteristics of Work

The positions in this job family are responsible for evaluating, installing, maintaining, testing, and modifying operating system software and supporting subsystems for large, multi-user, multi-agency platforms such as the ES9000 series running MVS/ESA or OS/390 operating systems. These positions may interact with other functional areas in Informational Technology by providing training in the use of new or modified operating software programs and utilities.

The Systems Specialist I is the basic level where incumbents develop and expand their skills and expertise with the MVS/ESA or OS/390 or other operating system as defined in special qualifications. As they gain experience at this level, incumbents will install and maintain vendor software, customizing it to fit the varying needs of different agencies. They also provide technical support and assistance, such as solving routine software problems and providing help desk assistance to user agency's technical staff.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Installs, customizes, and maintains operating system software, including new releases of existing software.

Provides help desk assistance to user agency's technical staff.

Provides technical assistance to operations and systems delivery staff in using the system software.

Evaluates operating efficiency and analyzes performance and tuning and recommends changes to supervisor.

Performs related or similar duties as required or assigned.

Essential Functions

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Installs operating system software.
2. Provides help desk assistance to user agency's technical staff.
3. Provides technical assistance to operations staff.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related

education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Accommodation: Ability to adjust focus.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Motor Coordination:

While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

Experience/Educational Requirements:

Education:

A Bachelor's Degree from an accredited four-year college or university in computer science, data processing, business information systems, or a related field;

OR

Education:

An Associate's Degree from an accredited two-year college in computer science, data processing, business information systems, or a related field;

AND

Experience:

Two (2) years of directly related experience.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Four (4) years of directly related experience.

Substitution Statement:

Related education and directly related experience may be substituted on an equal basis.

Possession of an Institute for Certification of Computer Professionals (ICCP) certificate based on successful completion of an examination may be substituted for one (1) year of the required experience (certificate must be attached).

Interview Requirements

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.